



**Fibre Fuel Ltd**  
**6 Edinburgh Avenue**  
**Slough**  
**Berkshire**  
**SL1 4TT**  
**Tel: 01753 534 969**  
**Fax: 01753 534 973**



**Slough Heat and Power Ltd**  
**342 Edinburgh Avenue**  
**Slough**  
**Berkshire**  
**SL1 4TU**  
**Tel: 01753 213 200**  
**Fax: 01753 213 213**

**IMMEDIATE QUALITY CHECKS ON DELIVERIES OF WOOD CHIP FUEL TO SLOUGH AND**

**ALL APPROVED STORAGE FACILITIES**

**Dimensions**

Upon completion of tipping the load it will be inspected by the Loading Shovel Operator and the delivery driver. Visible oversize material will be collected from around the perimeter and outer faces of the load and without “digging or probing” into the load.

Downgrades will apply as follows

Number of pieces		Grade	Price reduction
<b>Bulk Artics</b>	<b>Ro-Ro's</b>		
20 to 29	10 to 14	2 <sup>nd</sup>	£100.00
30 to 39	15 to 19	3 <sup>rd</sup>	£150.00
40 to 49	20 to 24	4 <sup>th</sup>	£200.00
50 plus	25 plus	5 <sup>th</sup>	REJECT LOAD

Upon agreement (Outside of normal office hours the Shift Operations Manager’s decision will be final) of the level of downgrade the Loading Shovel Operator will liaise with the Weigh-Bridge Office accordingly. The supplier will duly be informed, promptly, of the downgrade that has occurred. (Outside normal office hours official notification will be made on the next working day)

The supplier can request further investigation / analysis of the downgraded load. This work will be charged to the supplier @ £50 + VAT for the first hour or part thereof and pro rata there after.

Loads that are sub-standard will have the degree of downgrading marked on all copies of the delivery note and the driver is to counter sign the downgrade statement.

Loads containing 1 or more, but less than 20 (Artic) 10 (Ro-Ro) large logs, branches or waste wood will all be classed as 4<sup>th</sup> grade. The entire load will be rejected if more than 20 pieces are found in an artic load or 10 in a Ro-Ro / rigid load.

Daily records of downgraded / reject loads will be compiled and maintained by the Weigh-Bridge and details will be available upon request.

Suppliers of reject loads will be put on stop immediately and subject to a site re-inspection visit at a cost of £350 + VAT to the supplier. The inspection will be carried out by an authorised representative from SH&P Ltd within 2 working days. This cost will be reduced by £25 for each subsequent day, up to a maximum reduction of £175 + VAT (7 working days) if and when authorised personnel are not immediately available to visit.

**Stones, Bricks, Rocks & Sods**

This class of material is totally unacceptable. As a rule heavy objects will roll to the outside of the tipped heap.

If a single stone, clod of earth or the like appears, the tipping operation will be terminated. The entire load will be rejected. The portion of the load that has been tipped will be reloaded. (Where possible)

The Loading Shovel Operator (Outside of normal office hours the Shift Operations Manager’s decision will be final) will advise the delivery driver as to the reason for the rejection, write this reason clearly on the delivery note and get the driver to counter sign.

The supplier will duly be informed, promptly, of the rejection that has occurred. (Outside normal office hours official notification will be made on the next working day)

## Ferrous Metal

If ferrous metal (including wire nails) is visible around the perimeter and on the outer surfaces of the tipped load, downgrades will apply as follows

Pieces	Price reduction
2	£100.00
3	£150.00
4	£200.00
5+	REJECT LOAD

Upon agreement (Outside of normal office hours the Shift Operations Manager's decision will be final) of the level of downgrade the Loading Shovel Operator will liaise with the Weigh-Bridge Office accordingly. The supplier will duly be informed, promptly, of the downgrade that has occurred. (Outside normal office hours official notification will be made on the next working day)

The supplier can request further investigation / analysis of the downgraded load. This work will be charged to the supplier @ £50 + VAT for the first hour or part thereof and pro rata there after.

Loads that are sub-standard will have the degree of downgrading marked on all copies of the delivery note and the driver is to counter sign the downgrade statement.

Downgrades may also be imposed, later, where ferrous metal is found in the submersion test residue.

## Other Undesirables

Chipboard, plasterboard, MDF, plywood, hardboard, OSB, plastic, melamine, listed Hazardous Wastes etc. should not be included in deliveries. The Loading Shovel Operator / Weigh-Bridge will write on the delivery note the contaminant(s) present and notify the supplier of any downgrading of the load, advising that future loads containing such undesirables may be rejected. (Outside normal office hours official notification will be made on the next working day)

## Rejections & Downgrades [ALL]

The LSO will complete the Downgrade / Reject Inspection Form. This will be signed by both the LSO & the delivery driver.

The LSO will then digitally photograph the non-conforming load, passing the form and image(s) to the Weigh-Bridge Office. (**Note – NO fuel samples need be taken**)

The Weigh-Bridge Office will convert both the form and images to an electronic file (identified by the Weigh-Bridge ticket number) which can be made available to the supplier as an accurate record at a later date or upon request and which will be retained for a period of six months.

The FQS or FLM will duly inform, promptly, the supplier of the rejection that has occurred. (Outside normal office hours official notification will be made on the next working day)

## Fines

Samples will be taken at random from loads and will be sieve tested for fines < 5mm. This fraction will be weighed and applied to the load, on a pro-rata basis, accordingly. Where the material appears to contain an above specification fines percentage it will be downgraded as follows.

Recycled %	Biomass %	Price reduction
11 to 19	10 to 14	£100.00
20 to 29	15 to 19	£150.00
30 to 39	20 to 24	£200.00
40 plus	25 plus	REJECT LOAD

**Moisture**

Loads will be probed to assess moisture, whereupon samples may also be taken from suspect loads, labelled and sealed in an air tight sachet. This sample will be sent to the SH&P Ltd laboratory for analysis. The Loading Shovel Operator will write on the delivery note that a spot test sample has been taken for analysis. Excessive moisture content will result in downgrades as follows

<b>Recycled %</b>	<b>Biomass %</b>	<b>Price reduction</b>
26 to 29	56 to 59	£100.00
30 to 34	60 to 64	£150.00
35 to 39	65 plus	£200.00
40 to 44		£250.00
45 plus		£300.00

**Overweight Deliveries**

All deliveries are weighed by the certified and calibrated on site weigh-bridges. As these units are used for invoicing purposes they are deemed to be correct.

Vehicles are subject to a maximum weight of 44,250kg with an allowance made for fuel of a further 250kg before they are deemed Overweight. Such vehicles will be subjected to the site procedure and managed accordingly.

Any vehicle, third party haulier or supplier arriving on site and deemed to be Overweight will result in the supplier being subject to a financial penalty.

**The penalty will be charged at the rate of £100.00 per tonne, or part thereof.**

Persistent offending suppliers may be subject to review by the company which may result in their supply allocation being reduced or terminated.

